

# Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Division of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

## Part I - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No. K0054271	10. Budget Program Number		Agency Number
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Human Service Assistant		
3. Division Family Services – Kansas City Region			12. Proposed Class Title		
4. Section Economic and Employment Services	For  Use  By  Personnel	13. Allocation			
5. Unit		14. Effective Date			
6. Location (address where employee works)  City                      County		15. By	Approved		
7. (circle appropriate time) Full time X                      Perm. X                      Inter. Part time                      Temp.                      %	Office	16. Audit Date:                      By: Date:                      By:			
8. Regular hours of work: (circle appropriate time)  FROM: 8 AM To: 5 PM		17. Audit Date:                      By: Date:                      By:			

Position  
Number

## PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

Position provides essential services of reception; greeting clients, switchboard, issuing Electronic Benefit Transfer (Vision Card), utilizing the BPR method in carrying out work responsibilities. Reception supports all divisions of the region in support of the vision, mission of DCF.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

**Name**

**Title**

**Position Number**

**Human Service Supervisor**

Who evaluates the work of an incumbent in this position?

**Name**

**Title**

**Position Number**

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties:)

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action) ; **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time	
<p>1. 45% E</p>	<p>The incumbent is expected to demonstrate a commitment to client service and cross program communication. The incumbent will work effectively with all other divisions to provide a harmonious work environment that is conducive to improving agency outcomes, office operations and a productive working relationship with the community.</p> <p><b>RECEPTION/GREETER:</b> Respond to clients, agency staff and general public in a pleasant, courteous and timely manner. Provide information or documentation to clients, other employees and general public as required by agency policy in regard to the application process or documentation required for eligibility determination. Provide applications for assistance to clients and general public upon request as directed by program staff. Provide answers to general questions regarding agency policies and procedures.</p> <p>Determine client needs through verbal communication and selecting the most appropriate staff member or team to provide assistance. This requires general program knowledge of EES, CSE, VR and CFS as well as proper telephone and office etiquette and the ability to communicate in a concise, friendly and effective manner. Maintain up to date Reception Services Log to record services provided to clients; Enter correct data into EES tracker/log; Vision Card Stock Control Log to record issuance of EBT cards, together with Daily Log for Issuance of EBT Envelopes and Cards to track movement and security of Envelopes containing cards. Provide Notary services to clients. Identify the appropriate program caseload by accessing multiple computer mainframe systems: KAESCES, KsCares, Child Support, KMIS and FACTS.</p> <p>For non EES clients, contact the assigned staff member using telephone, instant messenger, electronic region sign in board and electronic calendaring. Refer problem cases to the supervisor. All duties are performed exercising tact, patience, and discretion with staff and clients.</p> <p>Greeters will see all incoming EES clients, answer program specific questions regarding eligibility and the application process; gain relevant information in order to determine which EES team needs to process the client's request. The HSA will then enter the client in Tracker based on client needs and the staff member's knowledge of each team's unique responsibilities.</p>
<p>2. 25% E</p>	<p><b>SWITCHBOARD:</b> Receive and answer incoming calls from clients, employees, general public, relay operators and/or other agencies on the switchboard console. Handle all calls in a prompt, pleasant and courteous manner using appropriate grammar and communication skills in a helpful and polite tone of voice. Encourage callers to use staff voice mail and when necessary, relay important instructions and messages correctly, neatly and legibly.</p> <p>Provide answers to routine questions regarding EES, CSE, CFS and VR giving correct information and making referrals when needed. Identify the appropriate program caseload manager by researching on the computer as outlined above under Reception duties. For EES, the correct team must be identified and the call sent to the team's phone line.</p> <p>On a routine basis, notify technical support staff of needed switchboard updates to assure accurate switchboard console information to facilitate correct call transfers. Report malfunctions in the switchboard console system in order to prevent unnecessary breakdown in the telecommunication process by notifying supervisor and technical support staff immediately of the problem.</p>
<p>3. 10% M</p>	<p><b>ADMINISTRATIVE SUPPORT:</b> Serves as a supportive member of the BPM process and exhibits characteristics of a team player by contributing to the effective operation of the BPR teams. Provides administrative and clerical support to teams in order to maintain efficient BPR work flow. Prepares file folders for new cases, organizes and maintains case files, maintains file rooms. Collects, prepares and sends cases requested for State and Federal review and for out of county transfers. Sends and retrieves faxes for staff. Receives, date stamps, sorts and distributes incoming mail.</p>
<p>4.</p>	<p><b>ELECTRONIC BENEFIT TRANSFER (EBT):</b> Support the EES program by issuing Electronic</p>

10%	M	Benefit Transfer (EBT/Vision) cards accurately and in a timely manner to clients on a daily basis. This is done by following guidelines provided by EES, using personal computer and Point of Sale terminal. This process necessitates research in KAESCES and EBT system to determine system ID numbers and current EBT status; Assisting client in selecting a "PIN" number and educating client via brochure and verbal instruction on EBT use, security, replacement and card deactivation process. Each EBT card issued is logged for tracking purposes.
5. 10%	M	<b>MISCELLANEOUS:</b> Participate in individual and group conferences and training sessions in order to improve procedural knowledge and develop work skills. Perform other duties as assigned to support the agency as necessary in the region

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.
- ( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
  - ( ) Plans, staffs, evaluates, and directs work of employees of a work unit.
  - ( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Title	Position Number
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23. Which statement best describes the results of error in action or decision of this employee?
- ( ) Minimal property damage, minor injury, minor disruption of the flow of work.
  - ( X ) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
  - ( ) Major program failure, major property loss, or serious injury or incapacitation.
  - ( ) Loss of life, disruption of operations of a major agency.
- Please give examples.

Inadequate or poor performance at reception, greeter and or switchboard could result in disruption of services to the clients and /or delay staff in completing work assignments. Incorrect issuance of EBT cards may result in delay of client benefits.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Position involves daily contact by telephone or in person with agency clients, agency employees, community resource agencies, government officials and the general public. Explains agency programs, application process, and agency/client responsibilities to clients and other interested persons. Works directly with clients in assessing their needs even though the discussion may be sensitive in nature and the client uncooperative or skeptical.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

The work environment involves normal everyday hazards or discomforts typical of offices. Sitting for long periods of time. Prolonged daily use of a computer may cause some physical discomfort and eye strain. Stress from a high volume of calls and visitors. There is risk of a hostile client (verbal abuse, vulgar language) and the uncertainty of their actions.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

Computers, telephone systems, copy and fax machines are used daily. Some positions may require the use of a vehicle (private or state owned) in traveling to offices to provide services to consumers. Some positions may require the use of computerized switchboard systems.

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**PART III - To be completed by the department head or personnel office**

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27. List in the spaces below the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education – General

High School education or equivalent

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Education or Training - Special or professional

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License, certificates and registrations

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Special knowledge, skills and abilities

Ability to contribute to a positive work environment through a positive, helpful, courteous demeanor towards staff, clients, the general public and vendors.

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Experience - Length in years and kind

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**28. SPECIAL QUALIFICATIONS**

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Work experience in office procedures such as receptionist, answering telephones, filing, and computer work such as data entry, word processing, spreadsheets, and mainframe computer systems. Work experience in providing client service and the ability to communicate with angry and hostile clients in person and via telephone. Experience operating a switchboard.

The work requires light physical exertion. The employee works at a desk, requires the use of a personal computer, telephone, and frequently interacts with individuals for the purpose of providing information. The employee may be required to perform handling activities with light weight (no more than 50 pounds) or easily moved items such as files and boxes of office supplies and copier paper. Bending and stooping are required to retrieve or file case files from the file cabinets or shelving units. May be confined to a work area.

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Signature of Employee

Date

Signature of Personnel Official

Date

**Approved:** \_\_\_\_\_

\_\_\_\_\_  
Signature of Supervisor                      Date

\_\_\_\_\_  
Signature of Agency Head or  
Appointing Authority                      Date